

DISPATCHER OF THE MONTH

We are pleased to announce that FLA161 has been named DOTM!

Congratulations to this new IPN Dispatcher who is rocking it!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

WHO WANTS MORE POINTS??

We would like to take a minute to thank each of you for telling your friends and family about the incredible service that we offer. As you know, there is no other service that comes close to the quality and professionalism at IPN.

The system continues to grow on a daily basis. Dozens of dispatcher applications are processed every week. Many of these indicate they were referred by you! Thank YOU!

Every time we receive a new dispatch account, and the new member indicates that you referred them, you immediately receive 100 points. In addition, if the member remains active for 6 months you receive an additional 5% of every point that they have earned. How cool is that? This program can allow you to rack up a ton of points. We love to give out reward points because we value your time and dedication to this system.

An exciting change to the referral program, effective immediately, is that 100 points is given for any referral that results in a new premium account. Although we would prefer to see people dispatch, the premium accounts pay the bills and fund the dispatcher reward program. Be sure to tell people to mention your name or ID when they sign up!

IN THIS ISSUE

More Points
Elevator Rescue Jargon
Newsworthy Crashes

Dispatcher Photos
Photo Contest Update

GOING UP?

The jargon used by dispatch centers when units are dispatched to stalled elevators varies from town to town. Many agencies make this service call sound a lot more exciting than it actually is.

Occasionally, we will see a page sent to IPN that says "Elevator Rescue" and "People Trapped in an Elevator" because of such lingo. Most of the time these are nothing more than a glorified service call and they shouldn't be paged out.

There are some exceptions though. The following conditions are acceptable for the Technical Rescue category:

- The elevator car is stopped in a blind shaft and responders are required to enter the elevator shaft to effect a rescue.
- There is a confirmed medical emergency in the stalled car and the fire department is using hydraulic tools to force open the car door.

- The car is stalled due to a power outage and conventional methods of passenger removal are not going to work.
- The elevator has dropped to the ground or dropped several floors, with or without injury, passenger extrication is confirmed.

Reminder: We only send pages based on reports given by the fire department incident commander. You must give specifics in your narrative stating exactly what is taking place. Info given at the time of dispatch is not considered verified and it should not be used. Any call where there is damage to the elevator should be paged to Structure Damage in addition to the mainstream group.



02-02-2017 @11:49 | Wylie| 1 Alarm Fire
| 2018 Warefall Way | WFD o/s Working
Fire in a House [DFW000] | FLA077
Photo by Alicia White



REMEMBER: when submitting photos to be used in the newsletter, please provide the alert information and **DATE** of incident. Without this info, we are unable to use your photo.

WHO'S ON FIRST? WHAT'S ON SECOND?

Many of us have become accustomed to using the catch all abbreviations for an agency being on scene. This satisfies the guidelines but in many cases it does not satisfy the "buff community" or even the agencies themselves. Public safety, especially the fire service, can be very competitive.

If Engine 74 beats Engine 50 to a fire in their own neighborhood, there are bragging rights. Firefighters take pride in being first due on a major call. We know it isn't always possible but IPN dispatchers should consider including the ID of the unit calling on scene instead of just saying FD, PD or EMS. If nothing else, it enhances our notification.

When indicating the unit on scene, it is important to get it right. We have seen some errors where the wrong unit or the wrong terminology is used. We know accidents happen but we want to be sure we send accurate details. If the department uses the term Wagon, Pumper, Pipeline, Truck, Quint, Squad, Light Force or Task Force this is what the page should say.

You can use an approved abbreviation when there isn't sufficient space but it looks much nicer to spell it out. Don't assume that because Station 5 normally runs a Light Force that they are always referred to as Light Force. If their Engine breaks down and they are calling themselves Truck 5 this is the unit ID we need to see.



Adding the name or station number of the working company enhances the IPN buffering experience.

Another important customization on outgoing alerts is the use of the officer's name when he is declaring an alarm upgrade. This should accompany the unit ID whenever possible. Be sure to spell the

officer's name correctly when you do this. Try checking the agency website if you aren't confident. It only takes a few seconds and makes a huge difference. There are a lot of ways to say "3 Story Wood Frame with Heavy Fire. 2nd Alm BYO Car 2, DC Zalewski" but only one way to correctly spell his name.

We know that you strive to provide accurate details and taking an extra second or two enhances the dispatch, when the additional info is available. In many cases, you know the units and the people working on them so it'll be easy.

FIRST OF THE YEAR STATS

Activity level during first two months of 2017 have been interesting to say the least. The year came in with a bang and dispatchers transmitted 735 incidents more than January of 2016.

February was a different story and we are not really sure why. Despite dozens of new dispatchers being added the call volume tanked. There were over 2500 fewer calls than the prior year.

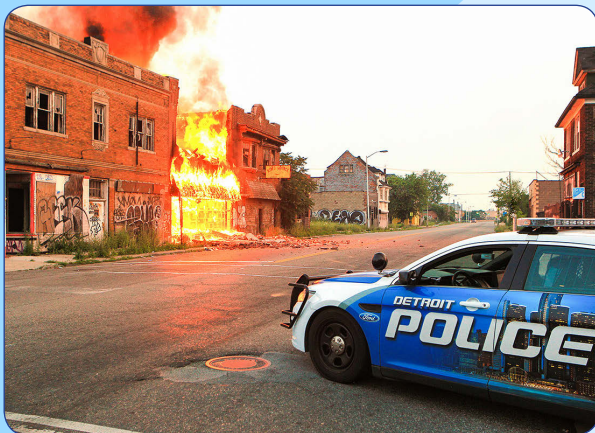
In the Top 10 we see the usual characters fighting it out for "Top Dog." Despite a lower than normal activity level in the Los Angeles chapter the other regions of California have picked up the slack to help keep them in the running. We need you LAX guys... New Jersey is going to take your seat if you do not get back in the game!

Seven states and one province continue to jockey for position in the remaining 6 spots. A handful of others are lurking just below the surface. This is not intended to be competitive it is fun to see how things play out each month. Keep up the great work everyone! There is always room for YOU in the top 10!

JANUARY	FEBRUARY
New York	Florida
California	New York
Florida	California
New Jersey	New Jersey
Texas	Mass
Mass	Pennsylvania
Pennsylvania	Maryland
Wisconsin	Texas
Ontario	Wisconsin
Ohio	Illinois

PHOTO CONTEST UPDATE

We were thrilled to see some great submissions for the mouse pad Photo Contest. We are happy to announce that the winner is from Smoke Showing Photography!



Submitted by Smoke Showing Photography

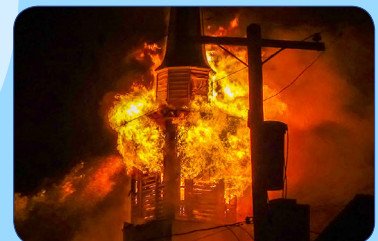
A BIG THANKS to those who also submitted photos: NCA037, ILL043, and SCA543.



Submitted by SCA543



Submitted by ILL043



Submitted by NCA037

CRASH COURSE

Regardless of where you live, it seems that vehicles are being crashed into structures on a daily basis. Most news outlets love these kinds of stories. People who clean up these kinds of messes also like to be notified. What does this mean for you as an IPN dispatcher? Double points for handling a single incident!

No need to over think the situation regarding category definition. If the accident is in a parking lot and the crash is newsworthy we want to see the incident paged to Traffic Advisory. This is the best place for newsworthy traffic accidents.

You also want to send a page to Structure Damage. If you do not have the expansion categories, please contact support to have them enabled. Your fellow dispatchers will be able to send the call to the expansion group if you don't have access yet. Remember, they will get credit instead of you when this happens. Obviously, we would rather see you rewarded so let us know.



After dispatching the call, IPN VP Chuck Lowe drove to the scene for a few pics

MAS| Acton (Middlesex County)| Structure Damage| 167 Great Rd| PD o/s Car vs Bldg at Acton Nail Salon: 1.5 Sty Block of Stores. Car Fully Inside Bldg.| MAS001

HOTLINE INFO

Remember:
Provide all necessary
information and spell out
street names and towns.

Text: hotline@incidentpage.net
Toll-free Phone: 1-888-339-8259

CONTACT US

We want to hear from you and share it with other dispatchers! Please send us your article suggestions, incident photos, input, and feedback.

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

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